

# IOT Server Administration - 2016

**Who We Are:** A 16-member team that manages the statewide server infrastructure.

**Our Mission:** Maintain and maximize network connectivity.

**Department:** 493029

**Manager:** Brandon Waite

## **What We Do:**

The team supports the State's server infrastructure, which includes management of more than 3,600 server devices in two datacenter sites. The team provides assistance in implementing new server systems, troubleshooting issues, and providing hardware support for the servers.

## **Our Tools:**

vFire Ticket Management and SLA Measurement

## **Our Metrics:**

### **Tickets:**

Green	Resolve 90% or greater of customer issues within	32 IOT business hours
Yellow	Resolve 87% or greater of customer issues within	32 IOT business hours
Red	Resolve below 87% of customer issues within	32 IOT business hours

Server Availability:	Green	Yellow	Red	Performance Target Period
Indianapolis Datacenter	99.9%+	97.9%+	less than 97.9%	Mon-Fri 6am-6pm excluding state holidays
Bloomington Datacenter	98.9%+	96.9%+	less than 96.9%	Mon-Fri 6am-6pm excluding state holidays

## **Our Customers:**

Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

## **Our Budget:**

\$2.3 million

## **Recent Major Accomplishments:**

- Reduced the number of Windows 2003 servers by 53%.
- Consolidated three SFTP systems into one system.
- Increased support for RedHat Linux as a server platform.
- Completed migration from Cisco load-balancer to Citrix Netscaler.

## **Current Projects:**

- Installing new NetScalers in the protected data zone.
- Developing multi-site high availability solutions for servers.
- Implementing a managed file transfer solution for the protected data zone.
- Consolidating State hospitals' servers into IOT's datacenter.